

City of Chattanooga, TN
Personnel Class Specification

Class code 0395

FLSA: Exempt

CLASSIFICATION TITLE: Assistant Manager, Champions Club

PURPOSE OF CLASSIFICATION

The purpose of this classification is to assist in managing administrative functions and daily operations of the Champions Club Tennis Facility.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Supervises, directs, and evaluate assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

Coordinates daily work activities; organizes, prioritizes, and assigns work; develops work schedules to ensure adequate coverage; monitors status of work in progress and inspects completed work; consults with assigned staff, assists with complex/problem situations, and provides technical expertise.

Assists in ensuring departmental compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures; ensures adherence to established safety procedures; monitors work environment and use of safety equipment to ensure safety of employees and other individuals; initiates any actions necessary to correct deviations or violations.

Assists in managing administrative functions and daily operations of the Champions Club Tennis Facility, including program development, budget administration, policy implementation, event/activity coordination, tennis center and pro shop operations, facility/equipment maintenance, report preparation, public relations, and related activities; maintains accurate records of department operations.

Manages club in absence of club manager.

Assists with development and implementation of long and short term plans, goals, and objectives for the division, its programs, and its facilities.

Assists in evaluating effectiveness of programs in meeting community needs; assesses community population and demographics; conducts periodic community surveys; identifies potential improvements to programs; assists in implementing program changes as appropriate.

Assists with preparation and administration of tennis division budget; prepares financial reports detailing division expenditures and revenues generated from tennis

fees and pro shop sales.

Promotes positive public relations; writes news releases and coordinates with department public information officer; provides assistance and information to customers and the public regarding tennis policies, reservations, fees, merchandise, and related issues; resolves customer service issues.

Promotes and assists in conducting tennis activities for all age groups; assists in organizing, scheduling, advertising, and directing various tennis tournaments and leagues at Champions Club; organizes and directs tennis league play; coordinates youth tennis programs; assists with coordination of events sponsored by Chattanooga Tennis Association and United States Tennis Association.

Provides instruction of private, semi-private and group tennis lessons at tennis center; instructs students with varying levels of physical/mental abilities.

Directs tennis clinics and camps; assists manager in planning and coordinating summer youth tennis camps and clinics to introduce youth to tennis.

Assists in overseeing daily operations of tennis center and pro shop; ensures tennis facilities are open during prime tennis periods; monitors daily activities to ensure adherence with policies and procedures; ensures preparation of courts for play; assists with collection and processing of various fees.

Monitors accidents or incidents involving customers, employees, facilities, or equipment; prepares/reviews accident reports and forwards to club manager; assists in ensuring training of staff in first aid & CPR and availability of first aid supplies for response to accidents.

Assists in overseeing landscaping and maintenance of clubhouse, tennis courts, buildings, grounds, equipment, and related facilities; conducts inspections of club, tennis courts, and facilities; oversees and assists with cleaning of tennis courts and other facilities; coordinates/performs stringing of tennis racquets; assists in coordinating maintenance and repair of department equipment; reports any maintenance problems/needs to manager.

Assists in maintaining inventory of department equipment, shop inventory, supplies, and other materials; coordinates purchase of merchandise and food service shipments for sale in club facilities; monitors inventory levels of merchandise/food items to ensure adequate goods to stock pro shop and tennis complex; ensures availability of adequate equipment, supplies, and tools to conduct work activities; initiates requests for new/replacement items; conducts periodic inventory counts; submits list of required equipment/supplies for each upcoming season.

Researches, compiles, and/or monitors various administrative and/or statistical data; makes applicable calculations; analyzes data and identifies trends; prepares/generates reports and maintains records.

Prepares or completes various forms, reports, correspondence, schedules, tournament charts/brackets, work orders, accident reports, news releases, collection reports, bank deposits, activity reports, purchase orders, performance appraisals, or other documents.

Receives various forms, reports, correspondence, payments, merchandise/inventory records, invoices, maintenance records, accident reports, time sheets, leave

requests, tournament guides, codes, policies, procedures, manuals, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates various machinery/equipment associated with facility activities, which may include a tennis ball machine, tennis racquet string machine, leaf/grass blower, video camera, television, VCR, cash register, computer, printer, facsimile machine, copy machine, calculator, telephone, or hand tools; utilizes word processing, spreadsheet, database, or other computer programs.

Communicates with supervisor, employees, volunteers, interns, other departments, city officials, Chattanooga Tennis Association, United States Tennis Association, tennis professionals, tennis associations, community organizations, customers, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, resolve problems, or give/receive advice/direction.

Responds to complaints and questions related to department operations/activities; provides information, researches problems, and initiates problem resolution.

Attends meetings; participates/serves on boards, committees, or professional organizations as needed; makes speeches or presentations.

Maintains a comprehensive, current knowledge of applicable laws/regulations; maintains an awareness of new trends and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops, seminars, and training sessions as appropriate. **ADDITIONAL FUNCTIONS**

Provides assistance or backup coverage to employees in pro shop, at front desk, or other areas as needed.

Performs other related duties as required. **MINIMUM QUALIFICATIONS**

Bachelor's degree in Parks/Recreation Administration, Leisure Administration, or closely related field; supplemented by three (3) years previous experience and/or training that includes tennis facility management, tennis program administration, tennis instruction, budget preparation, community relations, and supervision; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Current certification or eligibility for certification with USPTA/USPTR preferred.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to perform in a supervisory capacity over subordinate supervisors.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change. **ADA COMPLIANCE**

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, wetness, humidity, rain, or temperature extremes. Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.